

CORE- Mailroom Courier Internal Route

Purpose:

The Courier will perform multiple Internal Routes throughout the day picking up and delivering mail that is to receive postage, be rerouted, and prepped for processing.

Identification of Roles:

Courier – conduct Internal Route

Data Entry/Imaging Technician (DE/IT), Quality Analyst, and Operations Coordinator – conduct Internal Route when the Courier is not available

Operations Team Lead and Operations Manager – operate as a resource for Courier functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Push mail cart throughout the building twice daily

- a. Deliver Internal Route items
 1. Inner-office routers
 2. Items that have been scanned that are returned to the Units
 3. Unscannable items (magazines, x-rays, brochures etc...)
 4. Archive retrieval requests
 5. Items picked up from the post office for the Integrated Claims Recovery Unit (ICRU)
- b. Pickup outgoing mail items to be delivered to other Units within the Iowa Medicaid Enterprise (IME)
- c. Pickup items to be scanned and/or stuffed by the Mailroom
 1. Request for Imaging forms
 2. Claims Submission forms
 3. Special Batch forms
 4. Request for Stuffing forms
- d. Pickup outgoing mail items that will be delivered to the Grimes Building mailroom for postage
- e. Pickup items to be delivered to the Hoover building
- f. Pickup items around 10:00 a.m. to be delivered to the IME Dental Consultant's (only Tuesdays and Fridays)
- g. Pickup items on the morning Internal Route for Fiscal Management (only Mondays)

Step 2: Go to the IME suites twice daily

- a. Deliver Internal Route items
 1. Inner-office routers
 2. Items that have been scanned that are returned to the Units
 3. Unscannable items (magazines, x-rays, brochures etc...)
 4. Archive retrieval requests
- b. Pickup outgoing mail items to be delivered to other Units within the Iowa Medicaid Enterprise (IME)
- c. Pickup items to be scanned and/or stuffed by the Mailroom
 1. Request for Imaging forms
 2. Claims Submission forms
 3. Special Batch forms
 4. Request for Stuffing forms
- d. Pickup outgoing mail items that will be delivered to the Grimes Building mailroom for postage
- e. Pickup items to be delivered to the Hoover building

Step 3: Sort items picked up on Internal Route

- a. Items being delivered to other IME Units
- b. Items being delivered to the Grimes Building Mailroom
- c. Items being delivered to the Hoover building
- d. Items being brought back to the Mailroom for scanning and/or stuffing

Step 4: Retrieve the Internal Mail from the front Receptionist desk after returning to the IME from the afternoon External Route.

Forms/Reports:

Request for Imaging form
Claims Submission form
Request for Stuffing form
Special Batch form

RFP References:

5.2.2.3.4.1.1

Interfaces:

Data Warehouse, Medical Services, Member Services, Pharmacy Medical Services, Policy, POS, Program Integrity, Provider Cost Audit, Provider Services, Revenue Collections, Integrated Claims Recovery Unit

Attachments:

Request for Imaging form

Request for Imaging	
Julian Date To Assign:	<input type="text"/>
Unit:	<input type="text"/>
Requestor:	<input type="text"/>
Date:	<input type="text"/>

Claims Submission form

Claims Submission

Unit:

Requestor:

Date:

Reason:

Request for Stuffing form

Request for Stuffing

Special Batch form

Special Batch Request

From:	
Unit:	
Date:	
Member ID:	

Why is the special batch being requested?	
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Provide detailed instructions on how to process the claim. List all edits that need to be forced.	
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Note: Please attach a claim form, screen print, and any necessary documentation to this form to validate the request being made. If the instructions on this form are not clear, it will be returned to the requestor.